

BROOKLINE COUNCIL ON AGING
Minutes of the BOARD OF DIRECTORS meeting
Wednesday, January 9, 2013

The Brookline Council on Aging (COA) meeting was held at the Brookline Senior Center on Wednesday, January 9, 2013, at 1:00 pm. Present were:

- Board members: Peter Ames, Doris Toby Axelrod, Phyllis Bram, Ruthann Dobek, Irving B. Finn, Phil Fullerton, Harry Johnson, Jean Kramer, Helen Lew, Claire Lurie, John Mulhane, Yolanda Rodriguez, Agnes Rogers, Miriam Sargon, Muriel Stark, Roberta Winitzer, and William Wong
- Staff: Judith Gimple and Julie Washburn
- Others: Jan Davidson, Jean Doherty, Carole Fullerton, Evelyn Keene, Fay Kravet, Elaine Langenthal, and Phyllis Strauss

COA chair Agnes Rogers called the meeting to order at 1:00 pm and asked for acceptance of the November meeting minutes. Acceptance was moved and seconded. She then called for Committee Reports.

Springwell Report (Helen Lew Reporting)

Springwell has finished a study of patients released from hospital looking into the effect of releasing them too soon, without a plan, etc.

It has also released its statistics for FY2011. For Brookline:

Town of Brookline	Unduplicated Count by Program 7/1/11-6/30- 12	FY2011
Home Care Basic	264	253
Enhanced Community Options Program	41	52
Community Choices Program	93	87
Group Adult Foster Care	41	37
Family Caregiver Support Program	20	17
Respite/Over-income	17	15
Senior Care Options Program	29	31
Congregate Meal	153	104
HDM	221	222
Nutrition Counseling & Education	27	25

Money Management Program	17	16
Assisted Transportation	22	17
Friendly Visiting	4	5
Grocery Shopping & Delivery—via volunteer	1	3
Information and Assistance	697	670
Short-Term Care Advisement	14	15
Options Counseling	14	10
Private pay	10	13

Notes:

These stats are by Care Enrollment (Program—not by Service. For example, HDMs are both a Program and a Service. The HDM consumers reflected here are those who were enrolled in the “title 1III HDM” program. Consumers in the Home Care Program (for example) may have also received the service of HDM, but would then be “counted” as an HC consumer, not as an “HDM” consumer

Consumers can “move” between Programs during the course of the year. For example, a consumer may start in HDM, then close to that program and open to Home Care as his or her needs change. Therefore, the consumer counts by program cannot be added up to equal an unduplicated count for the town.

Family Caregiver consumers are reported by the town in which the Caregiver lives—the care recipient may or may not live in the same community.

Congregate meal consumers are reported based on the consumer’s town of residence—which does not necessarily correspond to the town where they attended the dining site.

Fro I&R Contacts, these only reflect callers who identified as calling from or about someone from, a particular community.

Options Counseling: the town is reported based on where the consumer was at the time of the Options counseling, which may not be her or his town of residence.

Budget Committee

There will be a budget meeting on January 14.

An additional 20-28 hours has been approved for one social work position.

Nominating Committee

No report this month.

Director’s Report (Ruthann Dobek reporting)

Happy 2013 to all.

The flu season has been very bad this year so if you haven’t gotten a flu shot yet, be sure to get one.

Staff changes:

- Bob Roll has resigned at Computer Room manager
- Bea Crews has passed away at 90

Tax season—Software had not been completed as of this meeting, but a tentative start date for tax preparation has been established as February 12.

Don't miss the Chinese New Year celebration at the Senior Center on Monday, February 4.

There will be no COA board meeting in February. However, everyone is invited to the new member orientation meeting on Wednesday, February 13.

Judith Chernoff won the Red Sox baseball at the New Year's Celebration.

There being no additional old or new business, COA Chair Agnes Rogers introduced the speakers for the afternoon—Caroline Louise Cole, Volunteer Coordinator and Media Liaison at Elder Services of Merrimack Valley, and Phyllis Conlon, MA SMP's Brookline volunteer, who gave a lively and fascinating presentation about the Massachusetts Senior Medicare Patrol Program.

See Talking Points—Appendix A and PowerPoint presentation—Appendix B.

At the end of the meeting, many useful items were given out—including a Personal Health Care Journal, a list of Health Services for MA Seniors, and Volunteer Opportunities.

Mrs. Rogers then called for a motion to adjourn. This was moved, seconded, and the meeting ended at 2:10 pm.

The next COA meeting will be on Wednesday, March 13, at the Senior Center at 1:00 pm.

Respectfully submitted,
Judith Gimple

Attachments:

- A Talking Points
- B SMP Power Point

Appendix A



Massachusetts Senior Medicare Patrol

1-800-892-0890

www.MaSMP.org

- **Funded** by the Administration on Aging, a division of the federal Department of Health and Human Service's Administration on Community Living
- **SMPs are located** in every state including U.S. territories.
- **SMP is an Awareness Program:** Outreach and education to all beneficiaries, caregivers, providers, and many others.
- **Empowers** Seniors and caregivers to prevent healthcare errors, fraud and abuse.
- **Encourages** beneficiaries to be actively engaged healthcare consumers.
- **Fosters** partnerships statewide and work collectively to prevent, detect, report healthcare errors, fraud and abuse.
- **Makes** referrals to SHINE (SHIP) Program and other partners including Massachusetts Peer Review Organization (MassPro) and Medicare Advocacy Project (MAP).
- **Fraud** is the intentional deception or misrepresentation.
- **Healthcare Errors and Abusive Billing** are unintentional incidents that have an impact on health and lives of beneficiaries, healthcare system and insurance industry.

- **Protect** all personal information (Medicare/MassHealth-Medicaid/Social Security Number/Credit Cards) -- Suggestion: Carry only when needed.
- **Healthcare Journal:** Take to every medical appointment, including doctor's appointments, lab, x-ray, dental, etc. Record all questions and responses. Carry when travelling. Compare the journal to MSNs and EOBs and other billing documents to assess for accuracy. (www.mymedicare.gov)
- **See SHINE** Counselor for medication assistance: LINET (dual eligibility); Exception Form; Limited Income Subsidy (LIS) Program; Prescription Advantage; Pharmacy Outreach Program (MA College of Pharmacy); Needy Meds and other health insurance eligibility information.
- **MA SMP Program (1-800-892-0890)**
- **SHINE Program 1-800-AGE-INFO (1-800-243-4636)**
- **Medicare 1-800-Medicare (1-800-633-4227)**
- **Department of Health and Human Services' Inspector General Hotline 1-800-HHS-TIPS (1-800-447-8477)**
- **Massachusetts Office of the Attorney General 1-617-727-2200 x3404**
 - **Elder Consumer Hotline 1-888-243-5337 or 1-617-727-8400**
 - **Insurance & Financial Services Hotline 1-888-830-6277**
- **REMINDER:** Always review your Medicare Summary Notices (MSN), Explanation of Benefits (EOB), Bills/Receipts.
- **REMEMBER:** Medicare will not call you to solicit/sell product, plan or service.

Appendix B



Massachusetts
Senior Medicare Patrol Program
Preventing Healthcare Errors, Fraud and Abuse

A presentation for:
Brookline Seniors
at the
Brookline Senior Center
93 Winchester St., Brookline, MA 02446

January 9 2013

Presenter: MA SMP Volunteer Linda Murphy

Massachusetts Senior Medicare Patrol Program
Hosted by: Elder Services of the Merrimack Valley, Inc.
360 Merrimack Street, Bldg. 5, Lawrence, MA 01843
(800) 892-0890 - www.MaSMP.org




MA SMP Program

- ♦ A federal program located in every state including Puerto Rico, U.S. Virgin Islands, Guam & Washington D.C.
- ♦ Reaches out and works to empower ALL Medicare beneficiaries, family members, caregivers, etc. to become engaged healthcare consumers.

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How is this Accomplished?

- ♦ Foster partnerships between mainstream programs and community based organizations.
- ♦ Collectively work to promote a better understanding on how to identify and protect against healthcare errors, fraud and abuse.
- ♦ Make referrals to SHINE Program for health benefits eligibility information.

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Preventing Healthcare Errors, Fraud and Abuse

- ◆ According to the Federal Government, BILLIONS of dollars are lost each year due to waste, fraud and abuses.
- ◆ It's Fraud when someone intentionally , knowingly and willingly lies in order to get reimbursed for services not provided.
- ◆ Fraud is intentional deception or misrepresentation.

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Preventing Healthcare Errors, Fraud and Abuse

- ◆ Healthcare Errors and Abuse are typically unintentional incidents, practices or procedures on part of providers that are inconsistent with sound medical, business or fiscal practices.
- ◆ Such procedures may result in receiving payment for services that fail to meet professionally recognized standards of care or are medically unnecessary or incur unnecessary costs.

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Preventing Healthcare Errors, Fraud and Abuse

Protect

- ◆ Medicare Card
- ◆ Medicaid/MassHealth Card
- ◆ Social Security Card/Number
- ◆ Credit Cards

Carry Cards ONLY when needed:

- ◆ Doctor's Visit
- ◆ Visit to the Hospital/Clinic or
- ◆ Pharmacy

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IMPORTANT RECOMMENDATIONS!

- ♦ Take SMP Personal Healthcare Journals to every appointment and record all doctors' visits, diagnostic testing and procedures, medications, etc.
- ♦ Write down all questions and responses from physicians and other healthcare providers.
- ♦ Carry Journals when traveling.
- ♦ Compare Journal information to EOBs and MSNs and when paying bills.
(see handout and www.mvmedicare.gov)

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Medicare Part - A

- ♦ Inpatient/Admissions; HHC; Hospice; SNF

Medicare Part - B

- ♦ Outpatient and Consults while inpatient
- ♦ For covered services, see Medicare Part B chart in *Medicare and You 2012* book.

Medigap Supplement

Medicare Part - C


- ♦ Medicare Advantage (HMO/PPO/PFFS)

Medicare – Part D

- ♦ Prescription Coverage

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REMINDER:

- ♦ Make sure prescription is paid by your Part D insurance. If not covered by your insurance, ask the pharmacist about: Limited Income Newly Eligible Transition (NET) Program [dual eligible only]
- ♦ If your medication is not covered/included in your plan's formulary, ask your doctor to request an Exception Form to be submitted to the insurance company directly from the doctor's office.
- ♦ Ask your SHINE Counselor about Patient's Assistance Programs :
Limited Income Subsidy (LIS)-*Federal Program*
Prescription Advantage –*State Program* (800) 610-0241
MA College of Pharmacy & Health Sciences (866) 633-1617
Pharmacy Outreach Program www.MassMedline.com
www.needymeds.org – manufacturer's assistance program
- ♦ Check for restrictions on your Part D Plan (e.g. do you need prior approval or authorization for medically necessary medications)
- ♦ Always make sure the medication belongs to you.
- ♦ Always count the pills/bottles, etc.

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MassPro ~ Massachusetts' Quality Improvement Organization (QIO)

- ♦ **Massachusetts Peer Review Organization (MassPro)**--A group of health care professionals and practicing doctors paid by the federal government to review and monitor the quality of care given to Medicare beneficiaries. MassPro processes appeals and quality of care complaints and grievances.
Contact: 1-800-252-5533 or www.masspro.org

**MassPro representation on SMP Advisory Committee.*

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Legal Step to Resolutions/Appeals

Medicare Advocacy Project (MAP)

- ♦ Medicare beneficiaries can get free legal assistance with Medicare appeals through MAP.
- ♦ **1-800-323-3205 (Boston, MA)**
 - ♦ 1-800-244-8393 (Southeastern MA)
 - ♦ 1-800-742-4107 (Hyannis, MA)
 - ♦ 1-800-427-2521 (Merrimack Valley and North Shore)
 - ♦ 1-800-639-1109 (Springfield, MA)
 - ♦ 1-800-649-3718 (Worcester, MA)
- ♦ **1-866-778-0939 (Senior Legal Help)**
- ♦ www.medicareadvocacy.org

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Steps to address Healthcare Errors, Fraud and Abuse

- ♦ **Massachusetts Senior Medicare Patrol Program: 1-800-892-0890**
- ♦ **SHINE Program: 1-800-AGE-INFO (1-800-243-4636)**
- ♦ **Medicare : 1-800-Medicare (1-800-633-4227)**
- ♦ **Inspector General's Hotline: 1-800-HHS-TIPS (1-800-447-8477)**

Medicaid Fraud Contact:

- ♦ **Office of the Attorney General: Medicaid Fraud Control Unit—**
Insurance & Financial Services Hotline 1-888-830-6277
Elder Consumer Hotline 1-888-243-5337 or 1-617-727-8400

Massachusetts Office of the Attorney General
1-617-727-2200 x3404 (Boston, MA)
1-508-792-7600 (Worcester, MA)
1-508-990-9700 (New Bedford, MA)
1-413-784-7240 (Springfield, MA)

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REMINDER...REMINDER

ALL Medicare Beneficiaries
ALL Healthcare Consumers need to ALWAYS review the following:

- Medicare Summary Notices (MSN)
- Explanation of Benefits (EOB)
- Bills/Receipts

Beneficiaries should not pay bills until they have compared them against their SMP Personal Healthcare Journals, MSNs and/or EOBs and other insurance statements.

Remember:
 Medicare will not call you to solicit/sell product, plan or program!!

We all Hold the Key to preventing healthcare errors, fraud and abuse by becoming fully engaged healthcare consumers.

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Massachusetts SMP Program

Empowering Seniors to Prevent Healthcare Errors, Fraud and Abuse

Hosted by Elder Services of the Merrimack Valley, Inc.
 360 Merrimack Street, Bldg. 5, Lawrence, MA 01843
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www.MaSMP.org www.MedicareOutreach.org www.SMPResource.org

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